SwayPay

SUCCESS STORY

Industry: FinTech

TECHAID

OVERVIEW

Swaypay is a solution created to give the e-commerce platforms and hoteliers the availability to execute "one-click" payments, skipping all the registration process, bringing security to the user and allowing the user to buy/ reserve in 8 seconds or less from the shopping cart. The overall purpose of the Swaypay platform is to reduce the number of abandoned carts.

THE NEED

Swaypay was delivering fast and in short development cycles without a defined quality process nor dedicated QA resources to guarantee the quality of their product. Also, they lacked easy of use across their UX. This scenario resulted in unsatisfied clients and investors and much rework to be done by the developers. All this work was done without an orchestrated effort, and it resulted in slower and buggy releases.

OUR SOLUTION

TechAID provided a lead test engineer that focused on organizing the team around the quality and UX of the product. As a leader, he was given the role of the scrum master to solve the matter of team collaboration along with the help of the director of IT. With processes in place, he went on to spearhead the efforts of exploratory and usability testing that allowed the team to deploy regularly new features and fixes.

HIGHLIGHTED FEATURES OF THE QA SOLUTION

Manual Testing

- Provide detailed bug reports that allow developers to identify the root of the issues and provide fixes with faster turnarounds.
- Implemented weekly exploratory testing sessions, to accumulate more in-depth knowledge of the business logic and products so that we can identify the most important errors faster.
- Executed other types of testing based on our exploratory test findings such as (but not limited to):

  -Regression testing

  -Progression testing

  -Negative testing

- Developed and identified all test cases that were candidates for automation checks.
- Identified and created test cases in Visual Studio Online, which allowed the team to maintain a test matrix against features and bugs.

Usability Testing

- Provided feedback on usability based on UX best practices to help the product team mature the experience of the user on their product.
- Analyzed existing user behavior to generate new user behavior flows to improve UX experience and increase product efficiency. We utilized the following software to accomplish our analysis:

  -Firebase

  -Hotjat

  -Userbob.com

  -Crashlytics

Product Management

- Developed a plan to sync all the developers and their iterations to match release cycle and sprint objective.
- Recorded the application flow using Reflector software to share the mobile to the desktop.

Day to Day Highlights

- Available during business hours and interacted with the entire team as needed.
- Maintained communication with the Swaypay team through Microsoft Teams and emails.

RESULTS

TechAID brought in a standard in quality that changed the game for Swaypay!

Thanks to the expertise and analysis of our test engineer, Swaypay was able to mature their product and provide a better UX to their users with high-quality deliverables. Furthermore, the efforts spearheaded in leading the team resulted in clearer expectations and features and thus also added to their improved UX and functionality. Overall TechAID became an indispensable part of Swaypay.

TESTIMONIAL

"We love to work with TechAID. They helped us to organize and manage our distributed team from all over the world by taking the lead on our projects not only from the QA perspective but from every front. They made themselves indispensable."

Sevket Seyalioglu - Technology Director